

## Required Agency Criteria

I. ADMINISTRATIVE	Yes	No	V. SAFETY	Yes	No																											
<b>A. Full Disclosure of the agency ownership.</b>			1. Maintain written policies and procedures that address safety and accident reduction and comply with all applicable state and federal health and safety laws as prescribed on the department approved agency inspection form. These procedures shall be maintained by the operation and shall be available to the department by request.																													
1. Documents related to the official types of legal organization of the service, stating whether it is an individual proprietorship, partnership, corporation or subsidiary of any other corporation or unit of government.																																
2. Disclose any doing business as or trade name(s) under which the organization operates, including but not limited to the name(s) by which said organization is known to the public.																																
3. Maintain official registration of the entity with the Secretary of State or other designated official in each state in which the agency is chartered, incorporated or authorized to do business.																																
4. Disclose any parent, subsidiary or other relationships that involve ambulance or health care business activities; shared overhead or resources; or that have inter-locking directorates.			<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Agency</th> <th style="width: 20%;">Contact</th> <th style="width: 60%;">Specific Regulation</th> </tr> </thead> <tbody> <tr> <td>MIOSHA</td> <td></td> <td>General Safety</td> </tr> <tr> <td></td> <td></td> <td>Bloodborne Pathogens</td> </tr> <tr> <td></td> <td></td> <td>Airborne Pathogens</td> </tr> <tr> <td></td> <td></td> <td>CLIA</td> </tr> <tr> <td></td> <td></td> <td>Disposal of Medical Waste</td> </tr> <tr> <td></td> <td></td> <td>HazMat</td> </tr> <tr> <td></td> <td></td> <td>EEOC</td> </tr> <tr> <td></td> <td></td> <td>Michigan Motor Vehicle Code</td> </tr> </tbody> </table>	Agency	Contact	Specific Regulation	MIOSHA		General Safety			Bloodborne Pathogens			Airborne Pathogens			CLIA			Disposal of Medical Waste			HazMat			EEOC			Michigan Motor Vehicle Code		
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<b>B. Management</b>			<b>VI. STAFF AND STAFFING VEHICLES</b>																													
1. Organization has identified one individual (i.e., president, chief, director or coordinator) who is responsible for overall day-to-day operations of the service and serves as the contact person.			<b>A. Personnel</b>																													
			1. Maintain a list and current license & certification documents of all EMS personnel licensed by MDCH and employed/registered with life support agency.																													
<b>C. Policy</b>			2. Assure that agencies are providing clinical competency assessments to emergency medical personnel before the individual provides emergency medical services.																													
1. Establish a written procedure that explains the steps that occur when a complaint is received by the agency.																																
<b>D. Insurance Requirement</b>			<b>B. Orientation/Training</b>																													
1. Provide a certificate of no-fault insurance or coverage with residual liability coverage of not less than one million dollars (\$1,000,000) per crash (accident) or other proof of self-insured authority. If an agency has an air ambulance (rotary) then not less than five million dollars (\$5,000,000) and not less than ten million dollars (\$10,000,000) for fixed wing.			1. Show evidence of an orientation for EMS personnel to familiarize them with the agency's policies and procedures. Orientation must include, at a minimum, a proper introduction to the duties to be performed as well as medical control authority protocols.																													
<b>II. INTER-AGENCY RELATIONS</b>			2. Show evidence of and maintain documentation that demonstrates that EMS personnel are trained on equipment that is carried by the agency.																													
1. Provide documentation that demonstrates response capabilities or ensures a response is provided (mutual aid) to each request for emergency assistance originating within the bounds of your licensed service area.			<b>VII. PROTOCOLS/QUALITY IMPROVEMENT</b>																													
2. Provide a document that shows inclusion in the county/regional disaster plan and response. Medical Control Authority protocols may be used to satisfy this requirement.			<b>A. Protocols</b>																													
<b>III. RECORD KEEPING (Runs/Requests for Service)</b>			1. Maintain a copy of all applicable protocols for all medical control authorities the agency operates in.																													
<b>A. Dispatch Record</b>			<b>B. Quality Assurance</b>																													
1. Provide a policy and/or show evidence that a record is created to document each request for service that the agency receives, including calls canceled prior to arrival and incidents, which result in no patient being transported.			1. Show evidence of participation in an agency based and/or medical control authority quality improvement process.																													
<b>B. Run Form</b>			<b>VIII. EQUIPMENT AND VEHICLES</b>																													
Provide a policy and/or show evidence that a record is created to document all findings and treatment given, if any, whenever contact is made with a patient or one presumed to be a patient regardless of whether or not the patient is ultimately treated or transported. (Identifiable patient information must be deleted).			1. Vehicles inspected are currently licensed and meet equipment requirements established by the department.																													
			<b>Routine Vehicle &amp; Equipment Inspection</b>																													
<b>IV. COMMUNICATIONS</b>			2. A life support agency shall have a written policy in place to ensure vehicles and equipment are operational and provide documentation of not less than a weekly inspection program for all vehicles, communications equipment, and mechanical and electronic medical equipment.																													
1. Maintain a copy of the State MedCom requirements at the agency.																																